

MDCS Training Schedule: Jan - April 2022

Issuance DCS 14.401

Updated: 12-29-21

Date	Time	Training	Trainers	Eventbrite Links								
				<i>Please copy and paste into your browser</i>								
JAN												
7th	10-11:00am	Trade Program Introduction	Chris Quan	https://www.eventbrite.com/e/taa-brief-introduction-to-trade-tickets-225332725247								
11th	9-1:00pm	MOSES 101 Training (3 day training) Day 1	Tom Cartier	tcartier@detma.org								
11th	10-11:30am	Customer Service Training	Kim Leonard Gail Hunt	https://www.eventbrite.com/e/customer-service-training-tickets-220611373557								
12th	9-1:00pm	MOSES 101 Training (3 day training) Day 2	Tom Cartier	tcartier@detma.org								
12th	10-11:00am	WIOA Title I Youth Program	Les Abramowitz Sacha Stadhard	https://www.eventbrite.com/e/208661621527								
13th	9-1:00pm	MOSES 101 Training (3 day training) Day 3	Tom Cartier	tcartier@detma.org								
13th	10-11:00am	WIOA Title I Adult/DW Program	Les Abramowitz Sacha Stadhard	https://www.eventbrite.com/e/208694459747								
14th	1:30-3:00pm	WIOA Title I Performance	Les Abramowitz Sacha Stadhard	https://www.eventbrite.com/e/208698893007								
18th	9-1:00pm	MOSES 102 MOSES Business Services Basic Training (3 day training) Day 1	Tom Cartier	tcartier@detma.org								
19th	9-1:00pm	MOSES 102 MOSES Business Services Basic Training (3 day training) Day 2	Tom Cartier	tcartier@detma.org								
20th	9-1:00pm	MOSES 102 MOSES Business Services Basic Training (3 day training) Day 3	Tom Cartier	tcartier@detma.org								
20th	1-2:00pm	UI Level II Chat Session	Beth Goguen John Saulnier	Link emailed to Level II staff								
21st	1-2:00pm	Trade Program Introduction	Chris Quan	https://www.eventbrite.com/e/taa-brief-introduction-to-trade-tickets-225332725247								
25th	10-11:30am	Essentials of Career Planning (Session 1)	Grant Keith Kim Leonard	https://www.eventbrite.com/e/essentials-of-career-planning-session-1-jan-25-and-session-2-jan-26-tickets-223357116147								
26th	1-2:30pm	Essentials of Career Planning (Session 2)	Grant Keith Kim Leonard	https://www.eventbrite.com/e/essentials-of-career-planning-session-1-jan-25-and-session-2-jan-26-tickets-223357116147								
27th	10-11am	Section 30/Training Opportunities Program Training	Lee Glasser	https://www.eventbrite.com/e/topsection-30-training-tickets-227867316277								
31st	1-2pm	Section 30/Training Opportunities Program Training	Lee Glasser	https://www.eventbrite.com/e/topsection-30-training-tickets-227867316277								
FEB												
1st	10:30-12:00pm	RESEA Program Training (2 day training) Session 1	Grant Keith Kim Leonard	https://www.eventbrite.com/e/resea-program-training-tickets-223447967887								
2nd	1-2:30pm	RESEA Program Training (2 day training) Session 2	Grant Keith Kim Leonard	https://www.eventbrite.com/e/resea-program-training-tickets-223447967887								
3rd	10-11:00am	Training under Trade	Chris Quan	https://www.eventbrite.com/e/training-benefits-under-the-trade-program-tickets-225356516407								
8th	9:30-11:00am	MDCS Hearings Officer Training (related to complaints)	Erick Gonzalez Jose Ocasio	https://www.eventbrite.com/e/hearings-officer-training-tickets-216917886237								
9th	12:30-1:30pm	To Mute or Not to Mute: Handling Difficult Customers and Situations	Kim Leonard Gail Hunt	https://www.eventbrite.com/e/to-mute-or-not-to-mute-handling-difficult-customers-and-situations-tickets-223955104747								
10th	1:30-3:00pm	MDCS Hearings Officer Training (related to complaints)	Erick Gonzalez Jose Ocasio	https://www.eventbrite.com/e/hearings-officer-training-tickets-216917916327								
10th	2-3:00pm	TORQ Basics Training	Katie Kasper	https://www.gotomeet.me/TORQworks/torq-tutorials								
11th	1-2:00pm	Training under Trade	Chris Quan	https://www.eventbrite.com/e/training-benefits-under-the-trade-program-tickets-225356516407								
15th	9:30-11:00am	Migrant Seasonal Farm Workers (MSFW) training	Erick Gonzalez Jose Ocasio	https://www.eventbrite.com/e/services-to-msfw-tickets-135995557373								
15th	9-1:00pm	MOSES 101 Training (3 day training) Day 1	Tom Cartier	tcartier@detma.org								
16th	9-1:00pm	MOSES 101 Training (3 day training) Day 2	Tom Cartier	tcartier@detma.org								
16th	10-11:00am	RESEA Q & A Chat Session	Grant Keith Kim Leonard	https://www.eventbrite.com/e/resea-q-a-chat-session-tickets-225447398237								
17th	9-1:00pm	MOSES 101 Training (3 day training) Day 3	Tom Cartier	tcartier@detma.org								
17th	1-2:00pm	UI Level II Chat Session	Beth Goguen John Saulnier	Link Emailed to Level II staff								
17th	1:30-3:00pm	Migrant Seasonal Farm Workers (MSFW) training	Erick Gonzalez Jose Ocasio	https://www.eventbrite.com/e/services-to-msfw-tickets-216913342647								
18th	12:30-1:30pm	RESEA Q & A Chat Session	Grant Keith Kim Leonard	https://www.eventbrite.com/e/resea-q-a-chat-session-tickets-225447398237								
23rd	9-1:00pm	MOSES 103 Career Planning Training (1 day training)	Tom Cartier	tcartier@detma.org								
MARCH												
1st	9-1:00pm	MOSES 102 MOSES Business Services Basic Training (3 day training) Day 1	Tom Cartier	tcartier@detma.org								
2nd	9-1:00pm	MOSES 102 MOSES Business Services Basic Training (3 day training) Day 2	Tom Cartier	tcartier@detma.org								
3rd	9-1:00pm	MOSES 102 MOSES Business Services Basic Training (3 day training) Day 3	Tom Cartier	tcartier@detma.org								
9th	10-11am	Additional Benefits under the Trade Program	Chris Quan	https://www.eventbrite.com/e/additional-benefits-under-the-trade-program-tickets-225396084757								
10th	10:30-12:00pm	Presentation Skills Training	Grant Keith Gail Hunt	https://www.eventbrite.com/e/presentation-skills-training-tickets-223322041237								

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17th	9-1:00pm	MOSES 101 Training (3 day training) Day 3	Tom Cartier	tcartier@detma.org								
17th	1-2:00pm	UI Level II Chat Session	Beth Goguen John Saulnier	Link emailed to Level II staff								
23rd	9-1:00pm	MOSES 103 Career Planning Training (1 day training)	Tom Cartier	tcartier@detma.org								
APRIL												
5th	10-11:00am	Trade Readjustment Allowances (TRA)	Chris Quan Susan Zebrak	https://www.eventbrite.com/e/trade-readjustment-allowance-benefits-tickets-225400086727								
5th	9-1:00pm	MOSES 101 Training (3 day training) Day 1	Tom Cartier	tcartier@detma.org								
6th	9-1:00pm	MOSES 101 Training (3 day training) Day 2	Tom Cartier	tcartier@detma.org								
7th	9-1:00pm	MOSES 101 Training (3 day training) Day 3	Tom Cartier	tcartier@detma.org								
12th	1-2:00pm	Trade Readjustment Allowances (TRA)	Chris Quan Susan Zebrak	https://www.eventbrite.com/e/trade-readjustment-allowance-benefits-tickets-225400086727								
14th	12-1:30pm	Customer Service Training	Kim Leonard Gail Hunt	https://www.eventbrite.com/e/customer-service-training-tickets-220611373557								
21st	1-2:00pm	UI Level II Chat Session	Beth Goguen John Saulnier	Link emailed to Level II staff								

MDCS Training Descriptions

- **Essentials of Career Planning (Session 1 & 2)** – This training is split into 2 Sessions and is designed to provide an overview of the WIOA career planning process using the customer-centered approach, beginning with Informational Intake, initial and comprehensive assessments, identifying barriers to employment and triage of a customer. Also covered is evaluation, labor market information, and goal setting in the context of developing an Individual Employment Plan (IEP) to create a roadmap for customers. Discussion on the importance of documentation in MOSES, as it is an integral element to all aspects of career planning with a customer.
- **Handling Difficult Customers and Situations/To Mute or Not To Mute** – This session will discuss how to handle difficult customers in a virtual world and in-person; maintaining control of the session; dealing with potentially challenging situations and tips for de-escalation.
- **Customer Service in a Virtual World** – A focus on customer service is critical to ensuring success of MassHire Career Centers and their customers. This session will cover customer service basics; skills and characteristics of customer service; how assumptions and biases effect customer service and creating a customer friendly environment in a virtual world.
- **Re-Employment Services and Eligibility Assessment (RESEA)** – This 2-session training is comprehensive and designed for MassHire staff providing RESEA services to customers virtually and in-person. Session 1 will cover what is RESEA. Detailed discussion on RESEA program requirements; mandatory components of CCS, Initial RESEA meeting and the RESEA Review; how to conduct and collect required, fillable documents and data entry requirements in MOSES documentation. Session 2 will discuss the various special circumstances regarding RESEA, such as potential issues, return to work requirements, left state documentation, as well as other important aspects of RESEA.
- **Trade Adjustment Assistance Introduction** - We are offering a morning and afternoon session, please only attend one, as it is the same presentation. The session will discuss a Brief History of the Trade Adjustment Assistance Program, Requirements and tips for filing a Petition on behalf of workers and Filing a customer's individual Trade Adjustment Assistance (MA Form 1666) application. This session will also review the rules and processes for applying for Extensions and waivers. We will also go over the requirements of Co-Enrollment due to the Final Rule.
- **Employment and Case Management** - you may choose to attend the morning or afternoon session. This session will discuss the requirements for employment and case management and co-enrollment with WIOA. Requirements and criteria for Waivers from training for customers will also be reviewed.

MDCS Training Descriptions

- **Training Under the Trade Program** – We are offering a morning and afternoon session, please only attend one, as it is the same presentation. The session will discuss training benefits under the Trade program. Training benefits help customers get the skills they need to re-enter the work force. There are requirements that must be met in order to have a training plan approved for customers under the Trade Program.
- **Trade Readjustment Allowance (TRA)**- you may choose to attend the morning or afternoon session. The Trade Readjustment Allowance session will go over requirements for qualifying for TRA, including the rules for Basic, Additional and Completion TRA.
- **Re-Employment Trade Adjustment Assistance (RTAA) and the Health Coverage Tax Credit (HCTC)**- you may choose to attend the morning or afternoon session. RTAA is a wage supplement for older workers that are eligible. RTAA qualifying criteria will be reviewed. The HCTC Program is a health insurance tax credit that can be accessed through the IRS.
- **Travel while in Training, Job Search and Relocation Allowances** - you may choose to attend the morning or afternoon session. When a TAA approved customer needs to travel outside of their commuting area while attending Trade approved training, they may apply for these benefits to help offset costs while traveling to school. If a customer needs to job search or move after job searching outside their commuting area, then there are Job Search and Relocation Allowances available as well. Meals, lodging, travel, moving costs, and other associated costs can be partially reimbursed for.
- **WIOA Title I – Youth Program** provides information and technical assistance on eligibility criteria for youth, source documentation, program requirements, the individual service strategy (ISS) plan, and coordination with WIOA Core programs.
- **WIOA Title I – Adult/Dislocated Worker Program** provides information and technical assistance on eligibility criteria for adults and dislocated workers, source documentation, career services/training, career planning, coordination with WIOA Core programs, and serving shared customers.
- **WIOA Federal Performance Measurement Basics** – This training will provide an overview of the federally required WIOA performance measures for the Title I Adult, Dislocated Worker, and Youth programs. In addition, attendees will learn how MOSES data entry impacts local area performance outcomes and review several scenarios that will help solidify their understanding of the measurement's guidelines.

MDCS Training Descriptions

- **Virtual Unified Complaint System** – To comply with regulations set forth at 20 CFR, Ch. V, § 683.600(a), 29 CFR 38 and 658.410(a) & (g) MassHire Workforce Board and Career Center Directors are requested to allow Complaint, EO Officers and other staff involved with complaint resolution to attend the 2020 Virtual Unified Complaint System Training.

This training will enhance and build confidence for complaint officers and back-up complaint officers as they understand complaint system basics, informal resolution; proper handling of complaints, recordkeeping, file management, reporting and best practices.

The Virtual Unified Complaint System training sessions will cover:

- * Complaint System basics/Informal Resolution
- * Proper handling of complaint
- * Resolution and recordkeeping
- * File management and reporting
- * Best practices

- **Migrant Seasonal Farm Worker (MSFW)** - This training gives an overview of the Wagner-Peyser Act and the implementing regulations requiring that the services provided to Migrant Seasonal Farmworkers (MSFWs) by the One-Stop Career Centers (OSCCS) be "qualitatively equivalent and quantitatively proportionate" to the services provided to other jobseekers. The regulations also mandate that the State Monitor Advocate (SMA) ensure continued compliance with the program requirements, and to assist improve the State Workforce Agency (SWA) capacity to deliver services to farmworkers through the One-Stop Career Centers (OSCCs) on an equitable and non-discriminatory manner.

- **TORQ (Transferable Occupational Relationship Quotient)** – TORQWorks will conduct training sessions relative to learning how to use **TORQ** with job seekers. This valuable labor market tool provides career centers with the ability to interact with job seekers to increase their job search prospects based on knowledge, skills, transferable skills, and abilities from previous jobs and education. Staff users can also generate special reports for career planning and job training.

- **UI and UI Online Navigation Training Modules for Level 1 and Level 2 Identified Staff**

- Level 1 staff will learn general, fundamental knowledge of unemployment in order to answer basic unemployment inquiries.
- Designated Level 2 staff will learn skills that allow more in-depth assistance for customers with questions about their UI Claim.

Level 2 training sessions will consist of 3 modules, to provide career center staff with more comprehensive knowledge to assist career center customers with navigation of their unemployment claim

MDCS Training Descriptions

- **Labor Insight** Trainings from Burning Glass Technologies will offer stackable training sessions starting with the basics and moving to additional advanced topics throughout the year. Labor Insight offers real-time job postings and traditional LMI to better inform career service centers, employer engagement, training program investment, and track labor market changes.
- **Emsi Burning Glass / Labor Insight** – Burning Glass will conduct webinars to familiarize workforce development staff and management with the features of the product including tools that analyze online job postings data and accessing reports on the most in demand job roles and credentials in their region.